



June 12, 2012

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PRESS RELEASE

Parking Citation Customer Service Returns to APD

The Alameda Police Department is now providing direct customer service for parking citations, so that callers can speak to a live person as their first point of contact, and not have to navigate a lengthy phone tree.

Police Chief Mike Noonan directed staff to bring the customer service portion of the parking citation program back in-house after hearing complaints from residents over the last 18 months. "Most of the complaints we received had to do with poor customer service, and they were persistent," Noonan said.

The City of Alameda had outsourced the parking citation program at the end of 2010 to save approximately \$80K on staff and processing costs annually. Bringing the customer service portion back in-house will result in a net cost of approximately \$32K a year.

Effective immediately, we are now accepting payments for parking citations in person (via check, money order, cash or credit), we are handling all customer service questions for citizens (via phone or in-person), and we are coordinating the administrative review/appeal requests when someone believes they were issued a citation in error.

The Police Departments' web page provides detailed information about the parking citation process, payment options, instructions, office hours, and forms/requirements for contesting a citation. Please visit us at:
www.cityofalamedaca.gov/City-Hall/Parking-Citations

Police Department staff is available to assist over the phone (510-337-8411) or in-person Monday-Thursday from 10am-4pm.

An after-hours payment drop box is located inside the main lobby of APD and payments –NO CASH - may be dropped off here any time the lobby doors are open (usually from 6am to 8pm daily). The Police Department is located at 1555 Oak Street, Alameda, CA 94501.